



# TORQ Analysis of Storage and Distribution Managers to Employment Interviewers




## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Storage and Distribution Managers	11-3071.02	Abilities:	Importance Level: 50	Weight: 1
To Title:	Employment Interviewers	13-1071.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

90







Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	 94	Level	 89	Level	 86

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	55	4	75	Reading Comprehension	69	10	86	No Knowledge Upgrades Required!			
Oral Comprehension	60	3	87	Writing	65	11	73				
Oral Expression	60	3	84	Active Listening	68	9	80				
Inductive Reasoning	48	2	72	Service Orientation	66	7	82				
Deductive Reasoning	51	1	65	Social Perceptiveness	69	8	71				
Written Expression	51	1	62	Speaking	67	4	80				
				Persuasion	62	4	74				
				Critical Thinking	65	3	72				






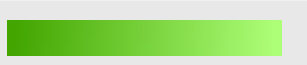





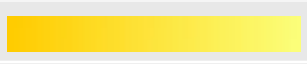











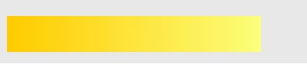









LEVEL and IMPT (IMPORTANCE) refer to the Target Employment Interviewers. GAP refers to level difference between Storage and Distribution Managers and Employment Interviewers.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Storage and Distribution Managers	Employment Interviewers	Importance
Oral Comprehension	 57	 60	 87
Oral Expression	 57	 60	 84









Speech Clarity	 51	 51	 81
Written Comprehension	 55	 53	 75
Speech Recognition	 51	 55	 75
Inductive Reasoning	 46	 48	 72
Problem Sensitivity	 51	 42	 68
Near Vision	 53	 50	 68
Deductive Reasoning	 50	 51	 65
Written Expression	 50	 51	 62
Information Ordering	 48	 42	 53
Category Flexibility	 51	 51	 53
Selective Attention	 44	 37	 53

## Skill Level Comparison - Abilities with importance scores over 69

Description	Storage and Distribution Managers	Employment Interviewers	Importance
Reading Comprehension	 59	 69	 86
Service Orientation	 59	 66	 82
Active Listening	 59	 68	 80
Speaking	 63	 67	 80
Persuasion	 58	 62	 74
Writing	 54	 65	 73
Critical Thinking	 62	 65	 72
Management of Personnel Resources	 68	 58	 72
Social Perceptiveness	 61	 69	 71

## Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Storage and Distribution Managers	Employment Interviewers	Importance
English Language	 57	 55	 71
Customer and Personal Service	 71	 63	 70



## Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Storage and Distribution Managers	Employment Interviewers	Description	Storage and Distribution Managers	Employment Interviewers
10+ years	7%	0%	Doctoral	0%	0%
8-10 years	19%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	8%	40%	Master's Degree	0%	2%
2-4 years	58%	7%	Post-Bachelor Cert	0%	18%
1-2 years	0%	3%	Bachelors	38%	8%
6-12 months	2%	39%	AA or Equiv	3%	19%
3-6 months	0%	7%	Some College	13%	0%
1-3 months	0%	0%	Post-Secondary Certificate	0%	0%
0-1 month	0%	0%	High School Diploma or GED	43%	51%
None	0%	1%	No HSD or GED	0%	0%
Storage and Distribution Managers			Employment Interviewers		
Most Common Educational/Training Requirement:					
Work experience in a related occupation			Bachelor's degree		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			3 - Job Zone Three: Medium Preparation Needed		
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.			Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.		
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.			Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.		
Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.			Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.		

## Tasks

Storage and Distribution Managers	Employment Interviewers
Core Tasks	Core Tasks
Generalized Work Activities:	Generalized Work Activities:
<ul style="list-style-type: none"> <li>Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.</li> <li>Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>Interacting With Computers - Using computers and computer systems</li> </ul>	<ul style="list-style-type: none"> <li>Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.</li> <li>Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> </ul>



(including hardware and software) to program, write software, set up functions, enter data, or process information.

- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

#### Specific Tasks

##### Occupation Specific Tasks:

- Advise sales and billing departments of transportation charges for customers' accounts.
- Arrange for necessary shipping documentation, and contact customs officials to effect release of shipments.
- Arrange for storage facilities when required.
- Confer with department heads to coordinate warehouse activities, such as production, sales, records control, and purchasing.
- Develop and document standard and emergency operating procedures for receiving, handling, storing, shipping, or salvaging products or materials.
- Develop and implement plans for facility modification or expansion, such as equipment purchase or changes in space allocation or structural design.
- Evaluate freight costs and the inventory costs associated with transit times to ensure that costs are appropriate.
- Evaluate locations for new warehouses and distribution networks to determine their potential usefulness.
- Examine invoices and shipping manifests for conformity to tariff and customs regulations.
- Examine products or materials to estimate quantities or weight and type of container required for storage or transport.
- Inspect physical conditions of warehouses, vehicle fleets and equipment, and order testing, maintenance, repair, or replacement as necessary.
- Interview, select, and train warehouse and supervisory personnel.
- Issue shipping instructions and provide routing information to ensure that delivery times and locations are coordinated.
- Negotiate with carriers, warehouse operators and insurance company representatives for services and preferential rates.
- Participate in setting transportation and service rates.
- Plan, develop, and implement warehouse safety and security programs and activities.

- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Judging the Qualities of Things, Services, or People - Assessing the value, importance, or quality of things or people.

#### Specific Tasks

##### Occupation Specific Tasks:

- Administer assessment tests to identify skill building needs.
- Conduct or arrange for skill, intelligence, or psychological testing of applicants and current employees.
- Conduct workshops and demonstrate the use of job listings to assist applicants with skill building.
- Contact employers to solicit orders for job vacancies, determining their requirements and recording relevant data such as job descriptions.
- Evaluate selection and testing techniques by conducting research or follow-up activities and conferring with management and supervisory personnel.
- Hire workers and place them with employers needing temporary help.
- Inform applicants of job openings and details such as duties and responsibilities, compensation, benefits, schedules, working conditions, and promotion opportunities.
- Instruct job applicants in presenting a positive image by providing help with resume writing, personal appearance, and interview techniques.
- Interview job applicants to match their qualifications with employers' needs, recording and evaluating applicant experience, education, training, and skills.
- Maintain records of applicants not selected for employment.
- Perform reference and background checks on applicants.
- Provide background information on organizations with which interviews are scheduled.
- Refer applicants to services such as vocational counseling, literacy or language instruction, transportation assistance, vocational training and child care.
- Review employment applications and job orders to match applicants with job requirements, using manual or computerized file searches.
- Search for and recruit applicants for open positions through campus job fairs and advertisements.
- Select qualified applicants or refer them to employers, according to organization policy.



- Prepare and manage departmental budgets.
- Prepare or direct preparation of correspondence, reports, and operations, maintenance, and safety manuals.
- Respond to customers' or shippers' questions and complaints regarding storage and distribution services.
- Review invoices, work orders, consumption reports, and demand forecasts to estimate peak delivery periods and to issue work assignments.
- Schedule and monitor air or surface pickup, delivery, or distribution of products or materials.
- Supervise the activities of workers engaged in receiving, storing, testing, and shipping products or materials.
- Track and trace goods while they are en route to their destinations, expediting orders when necessary.

#### Detailed Tasks

##### Detailed Work Activities:

- adhere to safety procedures
- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange delivery schedules
- assign work to staff or employees
- call on customers to solicit new business
- communicate technical information
- conduct or attend staff meetings
- confer with other departmental heads to coordinate activities
- develop maintenance schedules
- develop policies, procedures, methods, or standards
- develop safety regulations
- direct and coordinate activities of workers or staff
- ensure compliance with government regulations
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- examine documents for completeness, accuracy, or conformance to standards
- hire, discharge, transfer, or promote workers
- inspect products or systems for regulatory compliance
- inspect property to determine damages
- interview job applicants
- investigate customer complaints

#### Detailed Tasks

##### Detailed Work Activities:

- assess staff or applicant skill levels
- compile information through interviews
- conduct research on work-related topics
- conduct training for personnel
- consult with managerial or supervisory personnel
- evaluate information from employment interviews
- evaluate qualifications or eligibility of applicant for employment
- evaluate reliability of source information
- fill out business or government forms
- hire, discharge, transfer, or promote workers
- implement recruiting procedures
- interview job applicants
- maintain file of job openings
- maintain job descriptions
- maintain records, reports, or files
- obtain information from individuals
- prepare or maintain employee records
- provide customer service
- publicize job openings
- refer clients to community services or resources
- seek out applicants to fill job openings
- select applicants meeting qualifications
- use counseling techniques
- use interviewing procedures
- use knowledge of investigation techniques
- use psychological assessment tools

#### Technology - Examples



- maintain safe work environment
- measure, weigh, or count products or materials
- monitor facilities or equipment
- negotiate business contracts
- orient new employees
- oversee execution of organizational or program policies
- prepare reports
- provide customer service
- purchase property management or maintenance equipment or supplies
- resolve customer or public complaints
- schedule air or surface pickup, delivery, or distribution of product
- schedule facility or property maintenance
- schedule work to meet deadlines
- use conflict resolution techniques
- use negotiation techniques
- use oral or written communication techniques
- use weighing or measuring devices in transportation
- write administrative procedures services manual
- write business correspondence

#### Technology - Examples

##### Analytical or scientific software

- Integrated Decision Support Netwise Enterprise
- Integrated Decision Support Netwise Frontline
- QUALCOMM QTRACS
- QUALCOMM ViaWeb

##### Compliance software

- Scanlon Associates LogPak

##### Data base user interface and query software

- Microsoft Access

##### Electronic mail software

- Microsoft Outlook

##### Enterprise resource planning ERP software

- Enterprise resource planning ERP software

##### Graphics or photo imaging software

- Graphics software

##### Inventory management software

- Aljex Inventory
- DSA Foxware Warehouse Management
- International Business Systems software



- Logility Voyager WarehousePRO

- MRA Technologies MRATrack Warehouse Management System

- Sentai Pinpoint

Label making software

- ABOL Manifest Systems

Materials requirements planning logistics and supply chain software

- Cadre Technologies Cadence Warehouse Management System

- Catalyst International CatalystConnect

- IBM i2 Transportation Manager

- Integrated Decision Support Corporation Netwise Supply Chain

- Integrated Decision Support Corporation Swap Advice

- IntelliTrack Warehouse Management System

- Radio Beacon WMS

- RedPrairie DLx Warehouse

- SSA Global Warehouse Management System WMS

- Supply chain event management software

- TECSYS EliteSeries

- TECSYS PointForce Enterprise

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- HighJump Software Warehouse Advantage

- Infosite Technologies DM Warehousing

- Sentai WarehouseTrac

Spreadsheet software

- Spreadsheet software

Time accounting software

- WorkForce Software EmpCenter Time and Attendance

Word processing software

- Word processing software



## Tools - Examples

- Barcoding labels
- Barcoding scanners
- Desktop computers
- Digital cameras
- Forklifts
- Wireless communication and satellite positioning tools
- Cell phones
- Laptop computers
- Personal computers
- Personal digital assistants PDA
- Radio frequency handheld terminals
- Radio frequency identification RFID devices
- Global positioning systems GPS

## Labor Market Comparison

Description	Storage and Distribution Managers	Employment Interviewers	Difference
Median Wage	\$ 62,270	\$ 41,200	\$(21,070)
10th Percentile Wage	\$ 40,840	\$ 27,850	\$(12,990)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 82,310	\$ 52,290	\$(30,020)
90th Percentile Wage	\$102,600	\$ 70,010	\$(32,590)
Mean Wage	\$ 68,620	\$ 45,880	\$(22,740)
Total Employment - 2007	710	610	-100
Employment Base - 2006	701	601	-100
Projected Employment - 2016	736	659	-77
Projected Job Growth - 2006-2016	5.0 %	9.7 %	4.7 %
Projected Annual Openings - 2006-2016	25	19	-6



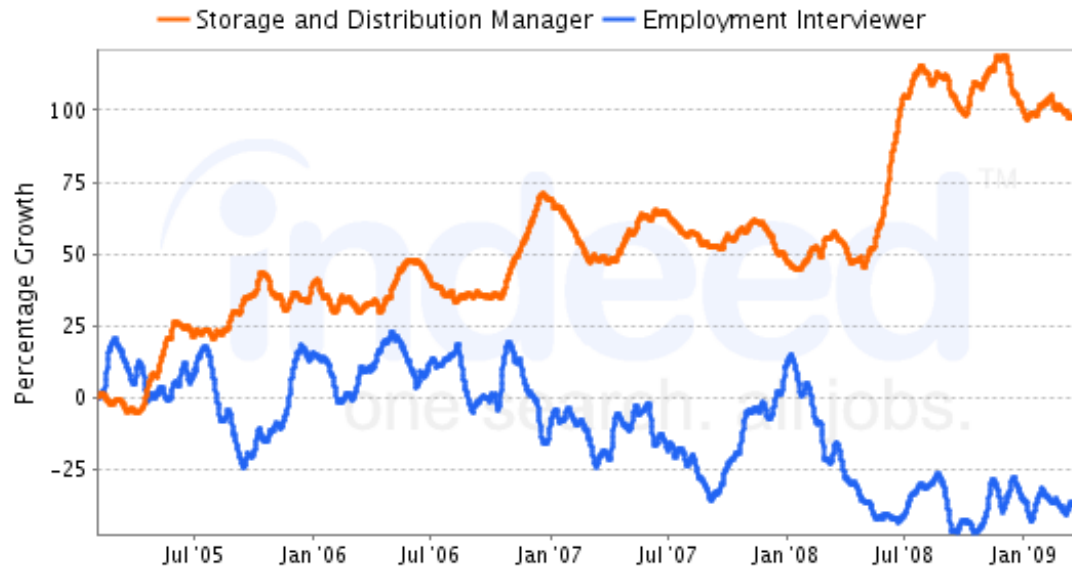


## National Job Posting Trends

Trend for Storage and Distribution Managers

Trend for  
Employment  
Interviewers

### Job Trends from Indeed.com

Data from [Indeed](http://Indeed.com)

## Recommended Programs

### Human Resources Management

Human Resources Management/Personnel Administration, General. A program that generally prepares individuals to manage the development of human capital in organizations, and to provide related services to individuals and groups. Includes instruction in personnel and organization policy, human resource dynamics and flows, labor relations, sex roles, civil rights, human resources law and regulations, motivation and compensation systems, work systems, career management, employee testing and assessment, recruitment and selection, managing employee and job training programs, and the management of human resources programs and operations.

Institution	Address	City	URL
Thomas College	180 W River Rd	Waterville	<a href="http://www.thomas.edu">www.thomas.edu</a>

### Labor/Personnel Relations and Studies

Labor and Industrial Relations. A program that focuses on employee-management interactions and the management of issues and disputes regarding working conditions and worker benefit packages, and that may prepare individuals to function as labor or personnel relations specialists. Includes instruction in labor history, policies and strategies of the labor movement, union organization, labor-management negotiation, labor law and contract interpretation, labor economics, welfare and benefit packages, grievance procedures, and labor policy studies.

No schools available for the program

### Organizational Behavior Studies

Organizational Behavior Studies. A program that focuses on the scientific study of the behavior and motivations of individuals functioning in organized groups, and its application to business and industrial settings. Includes instruction in organization theory, industrial and organizational psychology, social psychology, sociology of organizations, reinforcement and incentive theory, employee relations strategies, organizational power and influence, organization stratification and hierarchy, leadership styles, and applications of operations research and other methodologies to organizational analysis.

Institution	Address	City	URL
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University of New England	11 Hills Beach Rd	Biddeford	<a href="http://WWW.UNE.EDU">WWW.UNE.EDU</a>
Human Resources Management, Other			
Human Resources Management and Services, Other. Any instructional program in human resources management not listed above.			
No schools available for the program			

### Maine Statewide Promotion Opportunities for Storage and Distribution Managers

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
11-3071.02	Storage and Distribution Managers	100	3	710	\$62,270.00	\$0.00	5%	25
41-3031.02	Sales Agents, Financial Services	90	4	0	\$65,230.00	\$2,960.00	5%	33
11-3031.02	Financial Managers, Branch or Department	90	4	2,440	\$67,670.00	\$5,400.00	7%	58
11-3071.01	Transportation Managers	89	3	710	\$62,270.00	\$0.00	5%	25
11-2022.00	Sales Managers	89	4	1,310	\$72,720.00	\$10,450.00	3%	32
11-3042.00	Training and Development Managers	88	4	140	\$66,670.00	\$4,400.00	7%	4
11-3041.00	Compensation and Benefits Managers	88	3	200	\$68,560.00	\$6,290.00	2%	5
11-1021.00	General and Operations Managers	87	4	8,490	\$77,050.00	\$14,780.00	-5%	209
41-3031.01	Sales Agents, Securities and Commodities	87	4	0	\$65,230.00	\$2,960.00	5%	33
11-2031.00	Public Relations Managers	87	4	290	\$71,020.00	\$8,750.00	9%	10
11-3051.00	Industrial Production Managers	86	4	690	\$72,560.00	\$10,290.00	-12%	24
13-2052.00	Personal Financial Advisors	86	3	360	\$94,100.00	\$31,830.00	10%	13
11-2021.00	Marketing Managers	84	4	570	\$74,560.00	\$12,290.00	7%	17
11-3031.01	Treasurers and Controllers	84	5	2,440	\$67,670.00	\$5,400.00	7%	58
11-9032.00	Education Administrators, Elementary and Secondary School	83	5	1,530	\$66,870.00	\$4,600.00	-2%	41



### Top Industries for Employment Interviewers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Employment services	561300	35.67%	70,225	78,399	11.64%
Management, scientific, and technical consulting services	541600	10.19%	20,060	35,100	74.97%
State government, excluding education and hospitals	929200	5.98%	11,776	11,326	-3.82%
Local government, excluding education and hospitals	939300	4.25%	8,371	9,217	10.10%
Management of companies and enterprises	551100	3.62%	7,120	8,045	12.98%
Vocational rehabilitation services	624300	3.56%	7,002	8,360	19.38%
Computer systems design and related services	541500	3.03%	5,975	7,906	32.33%
General medical and surgical hospitals, public and private	622100	2.78%	5,481	5,947	8.51%
Colleges, universities, and professional schools, public and private	611300	2.29%	4,503	4,937	9.65%
Self-employed workers, primary job	000601	1.75%	3,445	3,597	4.42%
Depository credit intermediation	522100	1.22%	2,404	2,402	-0.08%
Office administrative services	561100	1.05%	2,072	2,575	24.27%
Elementary and secondary schools, public and private	611100	0.94%	1,854	1,915	3.28%
General freight trucking	484100	0.92%	1,813	2,010	10.86%
Technical and trade schools, public and private	611500	0.76%	1,492	1,588	6.48%

### Top Industries for Storage and Distribution Managers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.18%	7,687	7,267	-5.47%
General freight trucking	484100	7.31%	6,875	7,777	13.11%
Warehousing and storage	493100	5.90%	5,551	7,414	33.57%
Management of companies and enterprises	551100	5.66%	5,322	6,135	15.28%
Local government, excluding education and hospitals	939300	4.83%	4,542	5,102	12.34%
Couriers	492100	4.11%	3,862	4,150	7.46%
Grocery and related product wholesalers	424400	3.41%	3,203	3,503	9.35%
Freight transportation arrangement	488500	3.38%	3,180	4,031	26.76%
Specialized freight trucking	484200	2.57%	2,418	2,724	12.64%



Self-employed workers, primary job	000601	2.55%	2,400	2,557	6.54%
Rail transportation	482100	1.86%	1,751	1,507	-13.94%
Scheduled air transportation	481100	1.65%	1,553	1,715	10.41%
State government, excluding education and hospitals	929200	1.52%	1,429	1,402	-1.87%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.13%	1,063	1,239	16.57%
Wholesale electronic markets and agents and brokers	425100	1.12%	1,055	1,197	13.48%